

METHOD, SYSTEM, AND APPARATUS FOR TESTING A VOICE RESPONSE SYSTEM

ABSTRACT

A method of testing a voice response system can include establishing a communications link between a test system and the voice response system, sending a signal to the test system over the voice link indicating that a voice prompt is to follow, and sending the voice prompt to the test system over the voice link. A system having means for performing the various steps disclosed herein and a machine readable storage for causing a machine to perform the steps described herein are also provided. The present invention relieves a tester or test system from having to know or be programmed with the operational details of a VRS to adequately test the functionality of the VRS, as the VRS itself can provide the necessary test data to the test system.